

**CITY OF SANDY SPRINGS
GENERAL GOVERNMENT SERVICES
TASK ORDER**

Title:	Call Center	Task Order Number:	CC-FY20-01
Applicable CLIN:	0001, 0007, 0008	Issue Date:	
Period of Performance:	July 1, 2019 – June 30, 2020		
Requirements (SOW Reference):	WBS 5.0 ¹		
Workload <i>(specified by City)</i>			
Item and Quantity			
Call Center Operations (WBS 5.0)			
Answer and process approximately 130,000 contacts for service annually (i.e. inbound calls, city council emails, customer web chats 100,000 calls and 2,000 chats)			
Provide staffing to appropriately handle communication needs during city-wide emergency activations (24/7)			
Utilize appropriate technology to record and screen capture 100% of all customer interactions			
Deliverables <i>(specified by City)</i>			
For all WBS elements under Call Center, the Contractor shall be required to produce documents including, but not limited to, reports, correspondence in all forms (written, e-mail, etc.), plans and updates, as required in the ordinary course of business or as directed by the City Manager. Refer to Section J, Attachment 1, Part 4.0 of the Solicitation for specific information.			
Performance Metrics <i>(completed by Offeror)</i>			
Special Considerations			
Key personnel:	<i>ENTER NAME HERE, Call Center Manager; ENTER NAME HERE, Team Lead</i>		
City-Furnished Property:	N/A		
Travel:	A cost reimbursable item, as approved by the City pursuant to CLIN 0007 of the General Government Services Base Contract.		
Training:	A cost reimbursable item, as approved by the City pursuant to CLIN 0008 of the General Government Services Base Contract. For purposes of this Task Order, the Contractor shall include in its cost calculations the amount of \$5,000 for training.		
Other:	Other cost reimbursable items, as approved by the City pursuant to CLIN 0008 of the General Government Services Base Contract.		
Level of Effort and Fixed Price <i>(completed by Offeror)</i>			
Contract Labor Categories	FTE	FBR²	Labor Category Price

¹ WBS references are to the General Government Services Statement of Work (SOW) attached to this Task Order

² See Section B.5 of the Base Contract for not to exceed fully burdened labor rates.

General Government Services Task Order
Call Center

		Premium for overtime and shift differential	
Total FTE:		Total Fixed Price:	
Issued To:			
City of Sandy Springs Approval:			
Date:			
Attest:			

**ATTACHMENT 1
TASK ORDER**

STATEMENT OF WORK